



# Jenna Sanders

Motivated recent MBA graduate with a focus on business management. Highly organized with project management skills. Skilled and educated in delivering excellent customer experiences with attention to relationship and conflict management. Currently pursuing a master's degree in business administration with a focus on management.

## Professional Experience

### Customer Success Manager

Skill Studio, San Jose, CA August 2020 - April 2021

- Initiated and fostered ongoing customer relationships, achieving a retention rate of 95%
- Practiced conflict management strategies through anticipating and resolving conflicts, listening to customers and observing behaviors to identify the best possible solutions
- Researched and analyzed business and industry trends to best inform customer experience strategies, contributing to a customer satisfaction rate of 97%
- Communicated with customers to complete onboarding, set attainable goals, and resolve any assistance or project needs

## Key Skills

- Project management
- Organization
- Leadership and management
- Computer skills (MS Office, Google Docs, Outlook)
- Communication
- Conflict management
- Customer experience

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## Education

Master of Business Administration  
Stanton University, Garden Grove, CA  
September 2018 - Ongoing

Delivered guest lectures to undergraduate classes on business and human management strategies.

Coursework completed:

- Operations Management
- Organizational Conflict Management
- Consumer Behavior

### Bachelor of Arts in Business Administration

Stanton University, Garden Grove, CA,  
September 2012 - June 2016

Final project won an award in a national business student competition and was featured in the university newspaper.

Coursework completed:

- Marketing
- Quantitative Theory
- Accountancy
- Economic Principles
- Financial Management
- Human Management